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THE epicenter

Newsletter of the VA Palo Alto Health Care System (VAPAHCS) • March 2002

Do You Know Me? I'm a Social Worker!

Contrary to popular belief, a child welfare worker, caseworker, volunteer community worker or social services employee is not a social worker unless he/she has a degree in social work. Social workers, who constitute the largest group of mental health care providers in the United States, are trained professionals with a Bachelor, Masters or Doctoral degree. Since its beginnings over a century ago, social work practice has focused on meeting human needs and developing human potential. Human rights and social justice serve as the motivation and justification for social work action. Simply stated, social workers try to help people and communities that are in need. Social work in its various forms addresses the multiple, complex transactions between people and their environments. Its mission is to enable all people to develop their full potential, enrich their lives, and prevent dysfunction. Professional social work is focused on problem solving and change.

Social workers are an integral part of the overall VAPAHCS and operate in close concert with all inpatient and outpatient medical, psychiatric, extended care and other specialty services. They provide comprehensive psychosocial assessment and treatment, case management, patient and family education, discharge planning, outreach and linkages between community agencies and hospital programs, and advocacy that aids in developing and sustaining

the social skills and social networks essential to maintain the highest level of independent functioning. Social work interventions range from primarily person-focused psychosocial processes to involvement in social policy, planning and development. These interventions include counseling, clinical social work, group work, social pedagogical work, and family treatment and therapy as well as efforts to help people obtain services and resources in the community.

Do you know the social worker affiliated with your program? If not, with March being Professional Social Work Month, consider getting to know one of the 78 clinical social workers at VAPAHCS.



VAPAHCS Social Work Staff

What's Inside ...

A Word From Our Director	2
Employees of Quarter	3
Livermore Christmas Cheer	4
Nursing Leadership Continues Tradition	4
Employee News	5
Calendar of Training & Events	6
VHA Scholarship Opportunities!	6

It's Time to Appraise Performance	7
Congestive Heart Failure	
Comprehensive Integrated Care Program	7
National Poison Prevention Week	8
A St. Patrick's Day Quiz	9
You Make a Difference!	9
March Word Search & Cartoon	10

A Word From Our Director



**Elizabeth Joyce Freeman, Director
VA Palo Alto Health Care System**

On February 12, 2002, 90 staff attended an informational retreat to kick-off our FY 2002 Goal Sharing program. Goal Sharing is a program that strives to include every employee at VAPAHCS in meeting our major health care system goals. Last year, approximately 500 staff participated in our goal sharing program. Last year's program had a single focus: Meet our VISN performance goal for enrolling and vesting new Category A veterans. We

successfully met that goal and ended the program in September 2001.

This fiscal year, we have broadened the program to include five areas of emphasis. These include:

- Meeting our VISN performance measure of increasing Category A enrollment by four percent over FY 2001
- Increasing Veteran Satisfaction
- Increasing Employee Morale
- Improving Operational Efficiency and Effectiveness
- Meeting our Budget/Revenue Goals

We took the dozens of suggestions from the January 16, 2002, management retreat and separated those suggestions to align with the five emphasis areas. Retreat participants were given this information as well as a sample plan for each emphasis area. All of this information is also posted on our web site <http://vapaweb/>.

It is my hope every employee is informed about this year's goal sharing program and agrees to participate. Every service should strive to submit at least one plan devoted to increasing employee morale within their service or across the health care system. Every service should have ideas for increasing veteran satisfaction.

I want to thank Enrique Vitug, Staff Assistant to the Chief of Staff, for his terrific work in getting us started on this year's program.

VAPAHCS has launched its first health care system-wide mentoring program. Staff from every service may apply to serve as a mentor to another employee or to be mentored. Our goal is to train a large number of staff as mentors and introduce a structured program that is rewarding for the participants. The time commitment is two hours

per week plus the orientation period. We recognize that we have a lot of corporate knowledge that is exceedingly valuable and should be more broadly shared. We also have many unofficial leaders who should be recognized for their talents and whose knowledge is becoming increasingly precious.

The average mentoring assignment will be six months.

The initial program will begin in April 2002. Please consider participating in this worthwhile program that is so crucial to our succession planning as a health care system.

Mr. Al Perry, Director of the Central California Health Care System in Fresno, California, is working on a national VA initiative to improve veteran satisfaction through a structured "Service Recovery" process. While the process will not be implemented nationally for a few months, I would like to introduce some of the core concepts:

Stage 1: Identifying Service Failures

Stage 2: Resolving Customer Problems

Stage 3: Communicating and Classifying Service Failures

Stage 4: Integrating Data and Improving Overall Service

Stephen S. Tax and Stephen W. Brown introduced these concepts in an outstanding article in the Fall 1998 issue of the Sloan Management Review.

We are all able to identify with the phenomenon of repeating the story of an unsatisfactory customer service experience many times over. In contrast, a terrific experience may be repeated much less often.

Our dissatisfied patients and staff may choose to make no complaint at all to avoid a confrontation. We need inter-connected systems to encourage feedback from all of our "customers" and systems to empower, encourage and reward employees to quickly "recover" when service is less than optimal.

I encourage you to read the Tax and Brown article and to explore ways you or your service could help us meet our veteran satisfaction goals through a service recovery process. For more information on Service Recovery, contact William Ball, Communications Officer, at extension 64888.

A handwritten signature in green ink that reads "Elizabeth J. Freeman".

Elizabeth Joyce Freeman
Director, VAPAHCS



EMPLOYEE OF THE QUARTER



Jeannie Pollard – Livermore Division

Ms. Pollard was recognized for her perseverance in maintaining the highest of standards in her daily work. Her commitment to quality care is unparalleled. She contributes to the overall operations at the Livermore Division. Ms. Pollard was commended for her ability to handle crisis situations with the utmost of professionalism. She demonstrates a willingness to help out in any situation and exercises excellent judgment. She is an example to follow in delivering superb care.



Joyce Bell – Menlo Park Division

Ms. Bell, MSW, directly contributes to improving overall patient satisfaction. Ms. Bell provides the necessary emotional support for veterans as well as helping them obtain the things they need to function in everyday life. She helps veterans to live independently. By helping veterans become more independent, beds are freed up for veterans who require inpatient services. The energy and devotion Ms. Bell shows to the veterans she serves is a standard worthy to be modeled by others.



Harley Barber – Palo Alto Division

Mr. Barber's unique ability to move seamlessly from the virtual world to the real world is uncommon. He is technically adept in developing complex and novel software to keep track of patient flow within the hospital. He is also able to communicate effectively with his clients and adapt his products to their specific needs. Mr. Barber thrives on challenge and intense involvement; yet remains open to insights relating to patient care and management dynamics critical to the program's ultimate users. Mr. Barber brings to our work a high level of capability incorporating a special blend of technical excellence, skilled interpersonal interaction and a determination to succeed on behalf of the patients and staff of our institution.



Carly Cortese – Palo Alto Division

Ms. Cortese has been instrumental in re-designing the VAPAHCS web site to comply with regulations on accessibility for disabled patients and employees. She has demonstrated exceptional teamwork by encouraging and training staff from all services who wish to be published on the VAPAWEB. Ms. Cortese has also designed and introduced many new elements for the site including streaming video, testing modules, a forms library, a section for Fre-

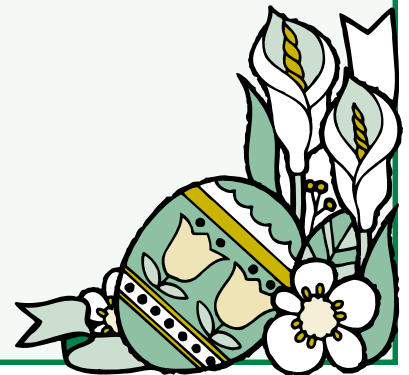
quently Asked Questions (FAQ's) and an Information Resources Management Service (IRMS) systems status page. Her efforts have greatly benefited veterans and staff by providing more information; a better quality web experience and better tools that allow veterans and staff to perform more efficiently.



Tanyle Herring – Monterey Clinic

Ms. Herring provides high quality care while reducing "wait times" for the many veterans who visit the Monterey Clinic's Optometry Section. Most of the veteran patients that visit this clinic are over seventy, service connected and survivors of Prisoner of War camps. Ms. Herring rose to the challenge of meeting VA's initiatives to reduce clinic wait times. Within three months, her commitment has contributed to our facility becoming a leader in meet-

ing the VISN's goal. She has diligently worked to establish a successful collaborative working relationship with the contracted eyeglass manufacturer. Ms. Herring has become a "trouble shooter" for veterans with special needs and assists providers with patients that are difficult to manage. Ms. Herring's contributions allow the Monterey Clinic to be a leader in making a difference for quality of patient care.



Livermore Staff Provides Christmas Cheer for Retired VA Staff

Staff members from the Outpatient Services Department at the Livermore Division teamed to spread Christmas cheer at the Pleasanton Convalescent Hospital (PCH) this past December. While that in itself might not seem so unique, what is noteworthy is that they found themselves caroling to several former VA staff members who are now patients at the convalescent home. Jay Francis said that a team made up of his co-workers donated funds in order to

purchase the Santa suit he wore. His wife, Cory, dressed up as an elf. The outpatient team caroled in the halls and sang familiar holiday refrains to the delight of PCH patients and staff.

The staff that participated felt so good that they chose to donate the Santa suit to the Recreation Therapy Department at the Nursing Home Care Unit so it can be used for future holiday celebrations.



Nursing Leadership Continues Tradition

For the past few years General Medical and Surgery Nursing Leadership collected gifts during their annual holiday party. Each year the gifts are distributed to a different nonprofit organization. This year, the toys and gifts were donated to the Support Network for Battered Women. "It's an opportunity for us to share a little holiday spirit with those less fortunate and in need," said Sandy Parkes, Associate Chief, Nursing Service and Chairperson of the Nursing Leadership Meeting. Tami Eilenberger, Development Coordinator, Support Network For Battered Women thanked the Nursing Leadership for bringing joy to women and children surviving years of emotional and physical abuse. The gifts of toys, games and stuffed animals have sent a message of hope and love. For information on the Support Network For Battered Women, call (650) 940-7850.



EMPLOYEE NEWS

New Employees

Dental Svc.
Paulina F. Pereira
Antonio Tarifa

Environmental Mgmt. Svc.
Frank A. Andino
Allen Russell

Information Resources Mgmt.
Lina Terlaje

Nursing Svc.
Celine Antony
Hajiekgyn Azizmohammadi
Basilia Cabaluna
Ethel Mace
June Strickland

Nutrition & Food Svc.
Anitra Evans
Robert W. Garner
Darrin E. Young

Research Svc.
Kevin A. Jacobs
Anne Marie Murphy
Rana J.S. Zabaneh

Ward Admin Svc.
Thomas Kane
Catherine Morris
Richard Towner

Anesthesiology Svc.
Erin Bushell, M.D.

Psychiatry Svc.
Malathy Kuppaswamy, M.D.

Retirees

Dental Svc.
Ramona Lauron (30)

Engineering Svc.
Timmie Halverson (26)
James Sandstrom (21)

Nursing Svc.
Teresita Cardeno (20)
Lee Coulter (41)
Mary J. Hooper (19)
Ruth Ishizaki (48)
Sally Kurtzman (20)
Peggy Payton (36)
Betty Ross (35)
Stan Walker (19)
Ella Mae Wilson (22)

Nutrition & Food Svc.
Elois Arnold (38)

Psychiatry Svc.
Gita Modi (15)

(Years of service are indicated in parentheses.)



Employee Service Awards

10 Years

Jesus Abayan
Medical Svc.
Thomas Adams
Acquisition & Materiel's Mgmt.
Geraldine Avila
Nursing Svc.
Eleanor Basilio
Nursing Svc.
George Damatan
Prosthetics Svc.
Angulet Fitzgerald
Human Resources Svc.
Michele Gaouette
Research Svc.
Hannelore Garland
Nursing Svc.
Glorina Johnson
Nursing Svc.
Hsiu Lee
Nursing Svc.
Charles Morris
Social Work Svc.
David Relman
Medical Svc.
Linda Sandoval
Business Office
Cheryl Sarden
Nursing Svc.

Digna Sico
Nursing Svc.

Evelyn Sitnik
Nursing Svc.

Cecilia Tadas
Nursing Svc.

Cleopha Zauner
Nursing Svc.

15 Years

Teresita Africa
Nursing Svc.

Salvadora Agiao
Nursing Svc.

Soledad Almocera
Nursing Svc.

Hazel Chambers
Nursing Svc.

Sylvia Chung
Nursing Svc.

Angelina Escobar
Nursing Svc.

Ana Hammons
Anesthesiology Svc.

Kathleen Lee
Social Work Svc.

Lazette McCall
Nursing Svc.

Renee Pacheco-Mancha
Nursing Svc.

Brenda Salaguban
Nursing Svc.

Jose Silva
Psychiatry Svc.

David Sisson
Nursing Svc.

Nymia Visperas
Nursing Svc.

20 Years

Darryl Abney
Nutrition & Food Svc.

Freddie Benson
Acquisition & Materiel's Mgmt.

Edward Brodd
Physical Medicine & Rehab. Svc.

Patricia Dilkian
Nursing Svc.

Daniel Higgins
Engineering Svc.

Janice Hubis
Nursing Svc.

Joyce Kaspar
Nursing Svc.

Rebekah Lee
Nursing Svc.

Virginia Sanchez
Nursing Svc.

Lionel Terry
Environmental Mgmt. Svc.

25 Years

Gregory Barnes
Domiciliary Care Svc.

Elida Cruz
Nursing Svc.

William Lee
Engineering Svc.

Barbara Smith
Nutrition & Food Svc.

Rose Waltz
Nursing Svc.

30 Years

Joyce Casley
Medical Svc.

Gloria Grace
Social Work Svc.

35 Years

Richard Goode
Surgical Svc.

Dennis Nickel
Engineering Svc.

40 Years

Bettie Montgomery
Veterans Canteen Svc.

CALENDAR OF TRAINING & EVENTS



EES=VA Employee Education System • HR=Human Resources • ORM=Office of Resolution Management • TQI=Total Quality Improvement • TBA=To be announced

DAY	DATE	SERVICE	TIME	PLACE	INFORMATION
Monday	3/4/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Larry Koran, MD Impulse Control Disorders
Tuesday	3/5/02	Nursing	8am-4pm	Bldg. 101 PAD Main Auditorium	Orthopedic Nursing Conference 2002
Wednesday	3/6/02	Psychiatry	12-1pm	Menlo Park Bldg.324 Rm E117	Pia Marloff, RN, MS, CNS Robots and their uses for elderly persons
Wednesday	3/13/02	Psychiatry	8-4:30pm	Stanford University Fairchild Auditorium	Updates on Dementia: Translating Research into Practice 4th Annual Conference
Monday	3/18/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Tina Lee, MD Common Legal Issues Encountered in Psychiatric Practice
Tuesday	3/19/02	Medical/ Oncology	11-12:30pm	PAD Auditorium	Prostate Support Group
Wednesday	3/20/02	Psychiatry	12-1 pm	Menlo Park Bldg.324 Rm E117	Martha D. Buffum, DNSc, RN Pain and Dementia
Monday	3/25/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Sean Lauderdale, MA Non-pharmacologic Approaches to Managing the Agitated Patient
Wednesday	3/27/02	Psychiatry	1-2pm	Menlo Park Bldg. 324 Rm E117	Margaret Florsheim, Ph.D. & Joanne Weith, RN Group Therapy for Elderly Depressed Veterans
Monday	4/1/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Toni Zeiss, Ph.D. Clinical Approaches to the Treatment of Sexual Dysfunction Part 1
Wednesday	4/3/02	Psychiatry	12-1pm	Menlo Park Bldg. 324 Rm E117	Gary Hartz, Ph.D. and James Hawkins, MD The Values History and Other Advanced Directives (Part-1)
Monday	4/8/02	Psychiatry	12-1pm	Menlo Park Bldg. T321 Conf. Room B119	Toni Zeiss, Ph.D. Clinical Approaches to the Treatment of Sexual Dysfunction Part 2

ATTENTION: VHA Scholarship Opportunities!

Have you heard about the Employee Incentive Scholarship Program (EISP) or the National Nursing Education Initiative (NNEI)?

EISP

If you are working toward a degree in any of the Title 38 or Title 38 Hybrid positions, EISP may be able to help you with tuition and books. Title 38 and Title 38 Hybrid positions consist of the following: Registered Respiratory Therapists, Certified Respiratory Therapy Technicians, Occupational Therapists, Physical Therapists, Pharmacists, Physicians, Registered Nurses Registered Nurse Anesthetists, Licensed Vocational Nurses, Opticians, Podiatrists and Dentists.

NNEI

If you are a registered nurse working toward a bachelors masters or doctorate degree, NNEI may be able to help you with tuition and books.

ELIGIBILITY

- To be eligible you must be;
- A permanent employee who has worked for VA at least two years
- Accepted or enrolled in an accredited program leading to a degree in any of the above occupations
- Able to finish the degree within a three year (or less) full time student equivalent
- Able to incur a contractual service obligation of up to three years
- Able to provide a record of academics and employment that demonstrates the likelihood of success as a student and employee in the new profession.
- Free of obligation to perform a service obligation under any other federal program.

If you would like more information about EISP or NNEI, call Pat McCarthy in Nursing Education extension 65369.

It's Time to Appraise Performance

The performance appraisal process runs the same time every year. It begins on April 1 and ends the following year on March 31. Officially, Employee performance is appraised twice in a year and job duties related to performance are discussed three times in a year. Supervisors should maintain an open dialog with employees regarding performance on a much more frequent basis, throughout the year. Discussions about performance should be candid conversations between a supervisor and employee.

The employee is presented with their performance plan at the beginning of the rating cycle, or within 30 calendar days of starting work. An appraisal form, VA Form 3482b, is attached to the performance plan and identifies the "critical" elements the employee must perform successfully to receive a "successful" rating. The employee signs their name to the 3482b form to indicate they have received their performance standards. The supervisor, or "rating official" will officially communicate with the employee again at the mid-point of the rating cycle, usually in October. The employee again will sign to indicate the communication occurred. At each official communication point the employee is provided with a copy of the appraisal form and standards. The employee may be rated only after being on the job, or in the position for at least 90 calendar days. If the employee or supervisor's job assignment or position changes, a "summary rating" should be provided and communicated to the employee.

If the employee is absent for 90 consecutive days or more, the appraisal form and performance plan must be communicated to the employee upon their return to duty.

Sometimes an employee is unable to make a successful rating. If this happens, the supervisor will have had many conversations with the employee throughout the rating period. The employee will have been counseled and given an opportunity to improve, at least 30 days. Then the employee will have been placed on a Performance Improvement Plan (PIP), and given at least 90 days to improve. After all this, if the employee is determined to be performing at an unacceptable level, the employee may be downgraded, demoted and in some cases, removed from Federal service. Most employees will receive a successful rating. A narrative from the supervisor describing successes of the employee during the rating period should also be included at the end of the rating cycle. Completed appraisals must be in Human Resources Management Service (05B) before May 1. They are placed in the individual employee's Official Personnel Folder (OPF) where they remain for three years.

The system works best when the supervisor and employee communicate on a regular basis about performance and expectations.



VA Offers Congestive Heart Failure Comprehensive Integrated Care Program

The Veterans Affairs Palo Alto Health Care System now offers an integrated program to provide comprehensive care to the CHF patient. Susan Quaglietti, RNP program coordinator, who specializes in cardiac and gerontological nursing provides continuity of care by following patients from initial diagnosis through end of life. Care is guided by evidence-based guidelines and goals are negotiated with the patient. Cardiology, Home Based Primary Care (HBPC), Behavioral Medicine and the Hospice Care Center all participate with providing care for the CHF patient. Program highlights include interdisciplinary out patient care with the CHF team, home care for close follow up and advanced care, exercise testing with exercise recommendations, hospice consultation, CHF education in a monthly class and enrollment into research protocols. In addition, patients at risk for hospitalization can be enrolled in a 3-month close follow up protocol either through the clinic or home setting.

This program is especially meaningful since almost 5 million people in the United States are diagnosed with congestive heart failure (CHF). It is caused by many factors including coronary artery disease (CAD), hypertension, heart valve disease and alcohol use. Because the heart is not able to keep up with metabolic demands, patients can begin to experience fatigue, shortness of breath, leg swelling and decreased exercise tolerance. Optimal medical therapy with dietary salt restriction can control symptoms, improve survival and reduce hospitalization rates. By offering this comprehensive approach to care, CHF patients should have better symptom control, less hospitalizations, improved compliance with medical therapy, better patient satisfaction and quality of life and more options concerning their treatment preferences. For more information about this program, call Susan Quaglietti, RNP at extension 64614.

41st Observance of National Poison Prevention Week

Poison kills about 30 children annually and causes 1 million calls to poison centers

Each year, unintentional poisonings from medicines and household chemicals kill about 30 children and prompt more than 1 million calls to the nation's poison control centers. The 41st observance of National Poison Prevention Week, which is March 17-23, aims to help prevent those childhood poisonings by reminding people to check their homes now.

The three most important safety messages to prevent poisonings are:

- 1) Use child-resistant packaging because it saves lives;
- 2) Keep medicines and household chemicals locked up out of reach and out of sight of young children because some children can open child-resistant packaging; and
- 3) Keep the poison control center number next to your telephone and call immediately if a poisoning occurs.

National Poison Prevention Week is organized each year by the Poison Prevention Week Council, a coalition of national organizations

working to prevent poisonings. According to William W. Bradley, Chairman of the Poison Prevention Week Council, "For 41 years, National Poison Prevention Week has emphasized the responsibility of parents, grandparents, and other caregivers in preventing poisonings. Children are curious, and they act fast. So do poisons. Keep chemicals and medicines locked up out of reach and out of sight. Poisonings can, and must, be prevented."

Child-resistant packaging is not child-proof. If a young child swallows a medicine or chemical, parents must call the poison control center immediately. Dr. Alan Woolf, President of the American Association of Poison Control Centers, said, "By treating poisoning in the home instead of the emergency room, poison centers save the United States \$350 million annually."

In an emergency, the Poison Control System can be reached throughout California by using a single toll-free number. **Call 1-800-876-4766.**

Here are the basic poison prevention tips that every person should check during National Poison Prevention Week:

- 1) Use child-resistant packaging properly by closing the container securely after each use.
- 2) Keep all chemicals and medicines locked up and out of sight.
- 3) Call the poison center immediately in case of poisoning. Keep on hand a bottle of ipecac syrup but use it only if the poison center instructs you to induce vomiting.
- 4) When products are in use, never let young children out of your sight, even if you must take them along when answering the phone or doorbell.
- 5) Keep items in original containers.
- 6) Leave the original labels on all products, and read the label before using.
- 7) Do not put decorative lamps and candles that contain lamp oil where children can reach them. Lamp oil can be very toxic if ingested by young children.
- 8) Always leave the light on when giving or taking medicine. Check the dosage every time.
- 9) Avoid taking medicine in front of children. Refer to medicine as "medicine," not "candy."
- 10) Clean out the medicine cabinet periodically and safely dispose of unneeded and outdated medicines.

You Make a Difference!

Submitted by our veterans and their families. We welcome more contributions from LVD, Stockton, Modesto, San Jose, and Monterey.

I want to commend **John Chmielinski** (MPD), Business Office, Patient Services Assistant, for his excellent job skills and great attitude. He has earned a reputation among patients and staff for being a super nice guy and a good worker. He treats every patient with respect, politeness, and a wonderful sense of humor.

Recently I had a Coronary Artery Bypass Graft (CABG). I and my family were completely informed of the procedure by **Jan Shriner** and the **Surgical Team** (PAD). I was treated as a whole person, my questions were answered leaving me feeling assured that I was in the best care possible. My gratitude goes to **Dr. Thomas Burdon, Dr. James Fann, Dr. Jaun Umana**, and others such as the anesthesiologist and attending nurses, whose names I did not know or remember, but are not diminished in importance. My gratitude (I wish there were a stronger word) also extends to the nurses in the **M.S.I.C.U.** and the **I.I.C.U.** and **Ward 2A**. My physical and emotional needs were met even preceding my awareness of the need. "Angels of Mercy" is an understatement. With my sincerest gratitude...

Sarah Jack, R.N. (PAD) Nursing Service, was very attentive on my stay on **4C**. She went out of her way to be upbeat and make everybody

happy during their stay. Not only was I happy with her, but my relatives who came to visit were impressed.

I wish to commend in the strongest, most positive terms I can, the outstanding service provided me and other veterans by **Katie Parks** (LVD), Social Work Service. Katie is a thoroughly professional social worker, as well as dedicated, caring, and empathic. Her performance and dedication exceeded my expectations.

I would like to thank you for having such a fine healthcare system at the VA Livermore. While I was there for my regular doctor's appointment sitting in the waiting room, I was introduced to the new educational kiosk. What an amazing thing this is to check out all sorts of questions about health and medications, etc. It was so easy to use and so nice of you to have available for us veterans. Thank you. I would also like to say how pleased I am with the care given to me. My doctor, **Dr. Connie Teresi**, Medical Service, is wonderful and caring. I've been coming to Livermore for about 15 years now and it seems to just get better and better each year. Please keep up the wonderful job you do for all of us veterans.

A St. Patrick's Day Quiz

1. St. Patrick's Day is celebrated to commemorate which of the following events?
 - a. The day St. Patrick was born
 - b. The day St. Patrick drove the snakes out of Ireland
 - c. The day St. Patrick died
2. When did St. Patrick die?
 - a. March 17, BC 461
 - b. March 17 AD 461
 - c. March 17 AD 100
3. Where was St. Patrick born?
 - a. Iceland
 - b. Ireland
 - c. Britain
4. Which of the following is NOT associated with St. Patrick's Day?
 - a. Green
 - b. Rainbow
 - c. Purple
5. What is the importance of the shamrock for St. Patrick?
 - a. Deforestation
 - b. The coming of spring
 - c. His belief in the Holy Trinity
6. What does leprechaun mean?
 - a. A goblin
 - b. A fairy
 - c. An imp
7. Which of the following is most likely to come up in your traditional St. Patrick's Day party?
 - a. Pizza
 - b. Pinapple
 - c. Potato
8. Where does Blarney Stone reside?
 - a. A cave
 - b. A hilltop
 - c. A castle
9. When were the customs of St. Patrick's Day brought to America?
 - a. 1787
 - b. 1737
 - c. 1776
10. Which American city first officially celebrated the Day?
 - a. New York
 - b. Philadelphia
 - c. Boston
11. Which of the following is the traditional language of Ireland?
 - a. English
 - b. Gaelic
 - c. Irish
12. Which one is regarded as the most famous of all churches dedicated to St. Patrick?
 - a. St. Patrick Abbey, Belfast
 - b. St. Patrick Cathedral, Dublin
 - c. St. Patrick Church, Limerick
13. Which of the following activities is NOT common on St. Patrick's Day?
 - a. Grand Parade & playing pranks
 - b. Masked revelry & wild party
 - c. Walking race & wearing green
14. Where in the US is St. Patrick's Day celebrated by coloring a river green?
 - a. New York
 - b. Washington, D.C.
 - c. Chicago
15. Which of the following is NOT Irish born?
 - a. Pierce Brosnan
 - b. U2
 - c. Roger Moore

ANSWERS: 1. C; 2. B; 3. C; 4. C; 5. C; 6. B; 7. C; 8. C; 9. B; 10. C; 11. B; 12. B; 13. B; 14. C; 15. C.

March Word Search



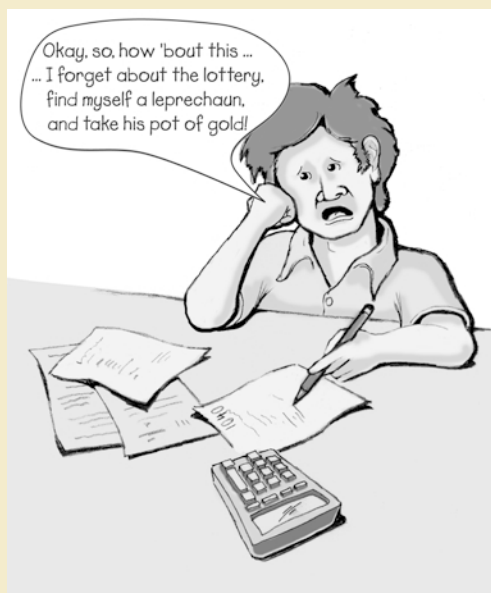
S	H	A	M	R	C	K	P	A	T	R	I	C	D	A	Y
E	A	S	T	R	L	E	P	C	H	A	U	N	D	A	D
F	B	U	C	K	C	O	R	M	A	H	S	N	D	A	S
B	O	W	F	L	O	W	E	R	S	L	O	S	L	B	U
L	U	R	G	G	O	L	D	L	U	C	K	G	L	O	D
L	O	L	T	F	O	V	T	U	N	C	E	L	M	A	O
E	I	R	I	U	S	H	E	G	I	F	H	L	O	W	R
E	G	E	G	G	N	Y	S	R	L	R	D	A	C	L	O
V	E	G	R	M	N	E	T	E	S	H	I	G	R	S	I
S	A	I	S	N	S	A	T	E	G	R	E	S	E	M	A
F	L	O	U	E	P	A	N	N	T	E	A	T	H	E	S
K	K	B	B	T	U	N	N	Y	G	R	E	E	E	N	S
H	O	R	N	N	U	A	H	C	E	R	P	E	L	I	S
L	O	I	V	E	H	O	R	S	E	S	H	O	E	M	E
E	A	S	T	E	R	R	A	B	B	I	T	G	O	L	Y
S	F	O	R	T	U	C	H	A	R	M	L	E	P	C	H

Find the following words in the letters above:

Bunny
Charms
Clovers
Easter
Eggs

Flowers
Fortune
Gold
Green
Horse Shoe

Irish
Leprechaun
Luck
Saint Patrick's Day
Shamrock



After making
several calculations,
Bob determined
that the odds of
winning the lottery
and of finding a
leprechaun were
about the same.



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Due to space limitations, it is not
possible to publish all submissions.

We welcome any comments,
suggestions or story ideas
you may have; please contact the
Communications Officer (00A) at
ext. 64888 or directly at
650-858-3925.

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